

November 11, 2014

California Legislature  
JOINT LEGISLATIVE COMMITTEE ON EMERGENCY MANAGEMENT  
Senator Hannah-Beth Jackson, Chair  
State Capitol  
Room 2032  
Sacramento, Ca. 95814

Subject: The State's 911 Reporting System as it relates to "CLIMATE CHANGE IMPACTS ON CRITICAL INFRASTRUCTURE: IMPACTS FOR EMERGENCY MANAGEMENT IN CALIFORNIA"

Dear Senator Jackson:

I want to take this opportunity to thank you for sponsoring the very informative meeting in Santa Barbara on November 7, 2014 regarding "Climate Change impacts on Critical Infrastructure: Impacts for Emergency Management in California".

I agree with both your comments and those of Director Mark Ghilarducci, regarding the importance of the cost-effective concept of valuing "PRE-EVENT, EVENT, POST-EVENT", which illustrates that a dollar spent on PRE-EVENT planning saves four dollars in POST-EVENT cost's.

At this time I would like to further expand this concept to the State's miss-configured 9-1-1 call routing infrastructure. It is my opinion based on local experience there are examples of large time delay's in the routing of 9-1-1 calls made in Santa Barbara area via the CHP Dispatching Center (PSAP) located in Ventura County. These calls are re-routed back to the Santa Barbara City Dispatch center (PSAP) causing a loss of time and ultimately the loss of life and property.

A recent example involved the loss of a 24 year old young lady and family friend, Jordan Soto , who was survived by her 6 month old son Dash. Jordan's mother and father related to me that a 15 to 20 minute delay was created by the confusion involving the CHP and City Dispatch after they found their daughter unconscious and called 9-1-1 for help. The delay in response is believed to have led to her death.

After hearing the Soto's comments, it is my feeling the 9-1-1 call routing infrastructure failed Jordan Soto. Please follow up on this very important piece of the "PRE-EVENT, EVENT, POST-EVENT" equation. This effort will improve the Emergency Response System paying off in many ways and save life and property.

Again, thank you for the priority you have placed on public safety and for the opportunity to provide insight and recommendations. If you have further questions or concerns please feel free to contact me at (805) 886-1572.

Sincerely,

Warner R. McGrew,  
Retired Fire Chief, Santa Barbara City Fire Department

cc. Mark Ghilarducci, Director, California Governor's Office of Emergency Services  
Das Williams, Assemblymember, 37 th District  
Rubin & Cindy Soto